



Bellevue Bike Share Welcome

The City of Bellevue launched a one-year bike share pilot in July 2018. Green, electric-assisted bicycles are available citywide to use on streets, bike lanes, and sidewalks. The bikes are owned and operated by Lime, a private company that paid a fee for a permit to provide bike share service in Bellevue subject to specific conditions.

The Transportation Department wants to know what you think. How have you used Lime bikes in Bellevue over the past year? If you have not used them, why? What would make bike share more useful? Your input will help inform future improvements.

This questionnaire should take about 10-15 minutes to complete. Thank you for taking the time to provide this valuable feedback.





Bellevue Bike Share

1. How often have you used bike share in Bellevue?

- | | |
|---------------------------------|-----------------------------------|
| <input type="radio"/> Never | <input type="radio"/> 5-10 times |
| <input type="radio"/> 1 time | <input type="radio"/> 11-20 times |
| <input type="radio"/> 2-4 times | <input type="radio"/> 20+ times |



Bellevue Bike Share

2. Which of the following describes why you have not used bike share in Bellevue?

	Disagree Strongly	Disagree	Agree	Agree Strongly
I am not interested in biking in Bellevue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not feel safe biking in Bellevue.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not know how to rent a Lime bike.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I use my own bike, so I do not need bike share.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Lime bikes do not come with a helmet.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I have not seen a Lime bike when/where I would want one.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I do not know how to ride a bike.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am physically unable to ride a bike.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify -- 50 character limit)

3. Are you open to trying bike share in Bellevue?

- ☐ Yes
- ☐ No
- ☐ Maybe
- ☐ I don't know



Bellevue Bike Share

4. For what purposes have you used bike share in Bellevue?

- ☐ Commuting to/from work
- ☐ Commuting to/from school
- ☐ Getting to/from the bus
- ☐ Going shopping
- ☐ Dining out
- ☐ Going to parks or community centers
- ☐ Going to a business meeting
- ☐ Doing personal errands or appointments
- ☐ Meeting up with friends or family
- ☐ For fun/recreation
- ☐ Other (please specify -- 50 character limit)

5. Without bike share, how would you have typically gotten around for those trips instead?

- | | |
|--|------------------------------------|
| <input type="radio"/> Walk | <input type="radio"/> Taxi |
| <input type="radio"/> Personal bike | <input type="radio"/> Personal car |
| <input type="radio"/> Bus | <input type="radio"/> Business car |
| <input type="radio"/> Rideshare/ridehail (e.g. Uber, Lyft) | |
| <input type="radio"/> Other (please specify -- 50 character limit) | |

6. Which of the following describes why you have used bike share in Bellevue?

	Disagree Strongly	Disagree	Agree	Agree Strongly	No Opinion / Not Applicable
It was the most convenient travel option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was the fastest travel option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was the most flexible travel option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was the most enjoyable travel option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was the most affordable travel option	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It helped me avoid traffic congestion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I did not have to search or pay for car parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A bike was there when I wanted it	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I just wanted to try bike share for myself	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify -- 50 character limit)

7. For all of your bike share trips in Bellevue, how would you rate the condition of the bikes?

	Always	Often	Sometimes	Never
In great condition -- no issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In fine condition - - cosmetic issues	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In functional condition -- some damaged components	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In poor condition -- unsafe to ride	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Unable to rent -- dead battery	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

8. Do you feel that Bellevue is a safe place to ride a bike today?

- ☐ Yes, very safe
- ☐ Yes, somewhat safe
- ☐ No, somewhat unsafe
- ☐ No, very unsafe

9. Which of the following do you feel best describes your relationship to bicycling?

- ☐ **Strong and fearless** – I am an experienced cyclist and will ride just about anywhere
- ☐ **Enthusiastic and confident** – I enjoy bicycling and will sometimes ride in mixed traffic, but I prefer bike lanes or off-street paths
- ☐ **Interested but concerned** – I would like to bicycle more often but do not feel safe mixing with traffic, so I would only ride in separated bike lanes or on off-street paths
- ☐ **No way, no how** – I do not bicycle and have no interest in bicycling

10. While using bike share in Bellevue, have you personally be involved in a crash?

☐ Yes

☐ No



Bellevue Bike Share

11. Did you report that crash to the Police or to Lime?

- ☐ Yes -- I reported it to the Police
- ☐ Yes -- I reported it to Lime
- ☐ No -- I did not report the crash

12. Were you injured in that crash?

- ☐ Yes, I went to the hospital
- ☐ Yes, but not seriously
- ☐ No, not at all

13. In a few words, please describe the crash you experienced while using bike share in Bellevue. (100 character limit)



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14. In a few words, what have you liked about bike share in Bellevue? (100 character limit)

15. In a few words, what have you disliked about bike share in Bellevue? (100 character limit)



Bellevue Bike Share

16. Which of the following is your biggest concern about bike share in Bellevue?

- ☐ Streets are unsafe for people bicycling
- ☐ User fees are too expensive
- ☐ Parked bikes block sidewalks
- ☐ No helmets are provided on the bikes
- ☐ Abandoned bikes are unsightly
- ☐ I have no concerns
- ☐ Bikes are left on my private property
- ☐ Other (explain in a few words)

17. How could the City help make bike share more useful to you?

	Disagree Strongly	Disagree	Agree	Agree Strongly	No Opinion / Not Applicable
Provide more bikes near my home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more bikes near my work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide more bikes at bus stops	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide helmets on every bike	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve bicycle quality	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improve bicycle maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Provide shared e-scooters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
You can't -- I'm not interested	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other (please specify -- 50 character limit)

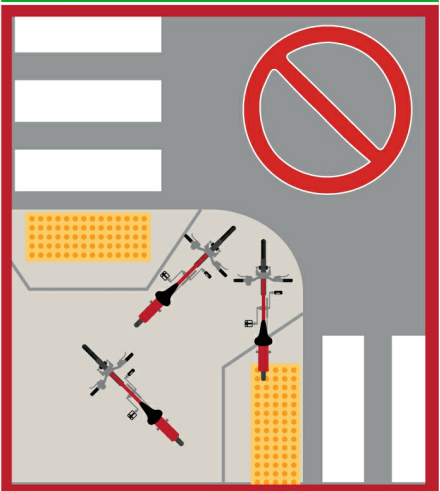
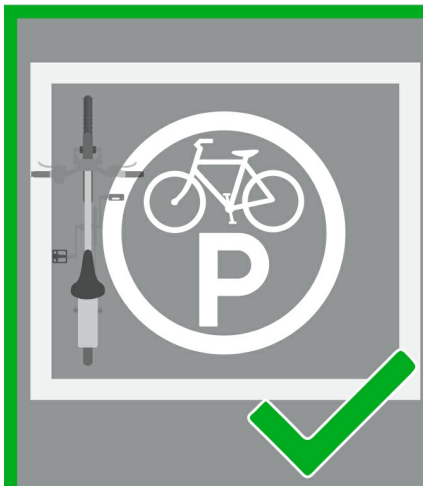


Bellevue Bike Share Parking

The next few questions will ask you to look at photos of bike share bicycles in Bellevue and tell us whether you think they are parked appropriately. Here are a few things to keep in mind as you review the photos.

DO: Park bikes in designated areas, at bike racks, and next to curbs

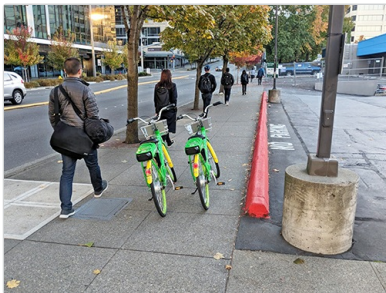
DO NOT: Park bikes in a way that blocks walkways or travel lanes, bus doors, or sidewalk corners and wheelchair ramps



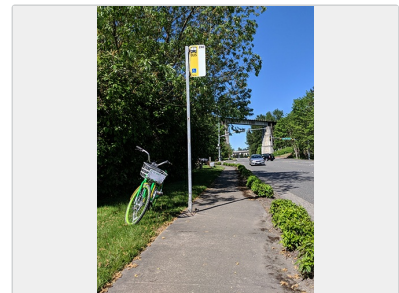
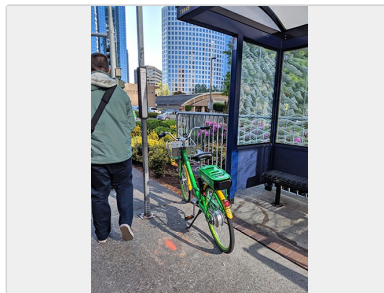
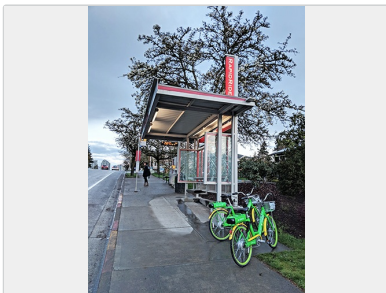
18. Which of these do you think is parked appropriately? (select all that apply)



19. Which of these do you think is parked appropriately? (select all that apply)



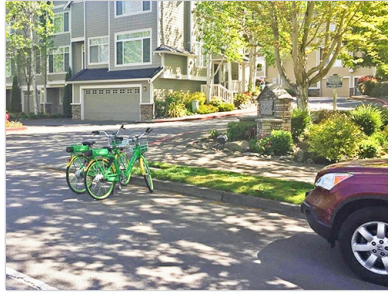
20. Which of these do you think is parked appropriately? (select all that apply)



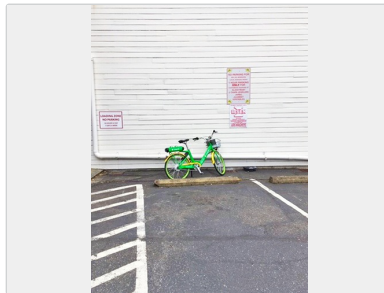
21. Which of these do you think is parked appropriately? (select all that apply)



22. Which of these do you think is parked appropriately? (select all that apply)



23. Which of these do you think is parked appropriately? (select all that apply)



24. Do you want to comment on any of the photos you just saw? (200 character limit)



Bellevue Bike Share

25. Have you ever personally been prevented from safely using a walkway in Bellevue because it was blocked by a bike share bicycle?

☐ Yes

☐ No

26. Have you ever personally moved a bike share bicycle that someone else parked poorly?

☐ Yes

☐ No



Bellevue Bike Share Customer Service

27. Have you ever contacted Lime about a bike share parking or maintenance problem?

☐ Yes

☐ No



Bellevue Bike Share Customer Service

28. How have you contacted Lime, and how often?

	Never	Once	Twice	Several times	Many times
Phone	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Email	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mobile app	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

29. How quickly did you typically receive a phone or email response from Lime?

- ☐ The same day
- ☐ The next day
- ☐ Several days later
- ☐ Never

30. How quickly did Lime correct the problem you contacted them about?

- ☐ The same day
- ☐ The next day
- ☐ Several days later
- ☐ Never
- ☐ I don't know



Bellevue Bike Share Business / Commercial Property

31. Do you own a business or manage a commercial property in Bellevue?

☐ Yes

☐ No



Bellevue Bike Share Parking on Private Property

32. Are you willing to tell us which and/or where? If so, please enter the name, address, or a nearby intersection below.

The City designates areas like these on sidewalks and street shoulders where space is available in the public right-of-way. We call them "bike hubs." These are intended to encourage users to park bike share bicycles responsibly and provides a convenient space for them to do so.

If you have noticed bike share bicycles parked on your property, designating one of these near a building entrance or in a parking lot or plaza might be helpful for your visitors, tenants, or workers who arrive by bike share and could reduce the number of bikes you see left in places you do not want them.



33. Are you willing to designate a small area on your property to allow bike share bicycles to park there?

- ☐ Yes please
- ☐ No thank you
- ☐ Maybe -- please contact me

Please provide contact information where we may reach you.



Bellevue Bike Share Home

34. Do you live in Bellevue?

☐ Yes

☐ No



Bellevue Bike Share Home

35. Which Bellevue neighborhood do you live in?
(Not sure? [See map on City website](#))

- | | |
|--|---|
| <input type="radio"/> BelRed | <input type="radio"/> Newport |
| <input type="radio"/> Bridle Trails | <input type="radio"/> Northeast Bellevue |
| <input type="radio"/> Cougar Mountain / Lakemont | <input type="radio"/> Northwest Bellevue |
| <input type="radio"/> Crossroads | <input type="radio"/> Somerset |
| <input type="radio"/> Downtown | <input type="radio"/> West Bellevue |
| <input type="radio"/> Eastgate | <input type="radio"/> West Lake Sammamish |
| <input type="radio"/> Factoria | <input type="radio"/> Wilburton |
| <input type="radio"/> Lake Hills | <input type="radio"/> Woodridge |



Bellevue Bike Share Home

36. Which city do you live in?

- | | |
|--|-----------------------------------|
| <input type="radio"/> Seattle | <input type="radio"/> Lynnwood |
| <input type="radio"/> Redmond | <input type="radio"/> Bothell |
| <input type="radio"/> Kirkland | <input type="radio"/> Woodinville |
| <input type="radio"/> Issaquah | <input type="radio"/> Kent |
| <input type="radio"/> Sammamish | <input type="radio"/> Auburn |
| <input type="radio"/> Renton | |
| <input type="radio"/> Other (please specify) | |



Bellevue Bike Share Work

37. Do you work in Bellevue?

☐ Yes

☐ No



Bellevue Bike Share Work

38. Which Bellevue neighborhood do you work in?
(Not sure? [See map on City website](#))

- | | |
|--|---|
| <input type="radio"/> BelRed | <input type="radio"/> Newport |
| <input type="radio"/> Bridle Trails | <input type="radio"/> Northeast Bellevue |
| <input type="radio"/> Cougar Mountain / Lakemont | <input type="radio"/> Northwest Bellevue |
| <input type="radio"/> Crossroads | <input type="radio"/> Somerset |
| <input type="radio"/> Downtown | <input type="radio"/> West Bellevue |
| <input type="radio"/> Eastgate | <input type="radio"/> West Lake Sammamish |
| <input type="radio"/> Factoria | <input type="radio"/> Wilburton |
| <input type="radio"/> Lake Hills | <input type="radio"/> Woodridge |



Bellevue Bike Share Work

39. Which city do you work in?

- | | |
|--|-------------------------------------|
| <input type="radio"/> Seattle | <input type="radio"/> Lynnwood |
| <input type="radio"/> Redmond | <input type="radio"/> Bothell |
| <input type="radio"/> Kirkland | <input type="radio"/> Woodinville |
| <input type="radio"/> Issaquah | <input type="radio"/> Kent |
| <input type="radio"/> Sammamish | <input type="radio"/> Auburn |
| <input type="radio"/> Renton | <input type="radio"/> I do not work |
| <input type="radio"/> Other (please specify) | |



Bellevue Bike Share

40. What is your age?

- ☐ Under 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65-74
- ☐ 75-84
- ☐ 85 or older
- ☐ I'd rather not say

41. What is your current gender identity?

- ☐ Female
- ☐ Male
- ☐ Trans Female
- ☐ Trans Male
- ☐ Genderqueer/gender non-conforming
- ☐ Different identity
- ☐ I'd rather not say

42. What race or ethnicity do you most closely identify with?

- ☐ White or Caucasian
- ☐ Black or African American
- ☐ Latino or Hispanic
- ☐ Asian or Asian American
- ☐ American Indian or Alaska Native
- ☐ Native Hawaiian or Pacific Islander
- ☐ Something else
- ☐ I'd rather not say

43. In general, how do you typically get to work, school, or other places that you travel to regularly? Please select all that apply

- | | |
|---|---|
| <input type="checkbox"/> Drive alone | <input type="checkbox"/> Bicycle (personal) |
| <input type="checkbox"/> Carpool or vanpool | <input type="checkbox"/> Bike share |
| <input type="checkbox"/> Ridehail, rideshare, or taxi (e.g. Uber, Lyft) | <input type="checkbox"/> Walk or roll |
| <input type="checkbox"/> Public transit | |



Bellevue Bike Share Thank You!

You're done, and your answers have been recorded! Thank you for taking the time to participate in this survey. Your input matters to us. For more information about bike share in Bellevue, visit bellevuewa.gov/bikeshare

There is another opportunity for you to provide input on bike share in Bellevue. To recommend a bike share parking area near where you live, work, or want to go, visit the City's interactive map at <https://bellevuebikeshare.mapseed.org/>. There, you can add locations to the map and comment on suggestions submitted by others.

If you have questions or additional comments about bike share in Bellevue, contact Andreas Piller, associate transportation planner, at APiller@bellevuewa.gov or 425-452-2931.